



**Testimony of  
Kendall F. Wiggin, State Librarian  
Senate Bill No. 1059 (raised)**

***AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE  
COMMISSION ON ENHANCING AGENCY OUTCOMES***

**Government Administration and Elections Committee**

**March 2, 2011**

Senator Slossberg, Representative Morin and members of the Government Administration and Elections Committee, my name is Kendall Wiggin and I am the State Librarian.

I am here to address Section 1 and Section 256 of Senate Bill 1059.

Section 1

In Section 1 I would urge you not to include the State Library in the list of agencies to have their personnel, payroll, affirmative action and business office functions merged into the Department of Administrative Services.

On August 2, 2010 I received a letter dated July 29, 2010 from the Commission on Enhancing Agency Outcomes informing me that my agency had been identified as possibly being appropriate to have our Human Resource function placed within the SmART Unit at the Department of Administrative Services. They welcomed my thoughts on this idea and asked that I submit my comments in writing to the Commission by August 15<sup>th</sup>.

On August 10<sup>th</sup> I sent Senator Slossberg and Representative Spallone a rather extensive letter outlining the reasons why I did not believe placing the Human resources function with the SmART unit would result in cost savings to the State nor improve the efficiency of Library operations.

On October 25<sup>th</sup> I emailed Senator Slossberg and Representative Spallone saying that I was very troubled by their September 15<sup>th</sup> report that said the State Library did not object to moving the HR function to the SmART Unit and attached a copy of the August 10<sup>th</sup> letter. I did receive a response from Representative Spallone saying that my objection had been duly noted and would be added to the record of the Commission.

You can understand my surprise when in the final report I read that the Commission was not only recommending moving my HR person to the SmART unit, but my entire "back office operation".

# CONNECTICUT STATE LIBRARY



I continue to believe that is not the right direction we should be going. Over the past two years I have implemented a flatter, matrix style organization in which all HR and the Business Office play a critical role in insuring that our customers – the municipalities of this state - and the millions of dollars that we grant them is done so in an efficient manor; that our federal grants are properly handled; that the experts we contract with for training librarians statewide; and that the 5 facilities that we operate are properly managed.

I do not have a deputy, but for more than 15 years the position of Fiscal Administrator has been second in command. His duties are critical to our daily operations and transcend the basic business functions often attributed to such a position. He serves as the State Library's liaison to key Executive Branch agencies such as DAS, DPW, OPM, OFA, OSC, and is responsible for facility management at our five off site locations (4 of which are outside of Hartford). The business office staff provides timely and responsive support for State Library's operations and initiatives. Their broad range of activity includes accounting for unique federal and other non-appropriated funding; photo duplication services for staff, patrons, and other state agencies; IT support for staff and patrons at all locations; and internal mail service among other things. A few weeks ago we had to act quickly to deal with heavy snow loads on 4 of our buildings – one had to be evacuated – it took hours and hours to get a contractor on the job to handle this. Only through sheer persistence was my Fiscal Administrator able to get the work done before any significant damage could be done. I'm not sure the Smart unit is prepared to take care of this type of issue. I recently had to utilize the SmART unit to handle an investigation. It took 120 days for them to complete the investigation while the employee continued on paid administrative leave. The employee returned with no disciplinary action taken. I am told that this type of investigation should have been done in 6-8 days.

I urge you to reconsider moving the State Library's personnel, payroll, affirmative action and business office functions to the DAS SmART unit.

## Section 256.

The state library is responsible for insuring that the historical record of the state is maintained for future generations. While we recognize the need to move into e-government and are ourselves digitizing many of our records, the fact remains paper is still the best medium we have for long term preservation, access and authentication.

I participated on the Task Force to Study Converting Legislative Documents and I strongly recommend that you act on their recommendation that the State Library and the University of Connecticut School of Law Library still receive one copy of bills favorably reported. Since there is no other provision for us to receive these copies, this will insure the integrity of the legislative history of the bill and the long term survival of these records.

Thank you for your time.